

# Import Guidelines

**Users:**

**FDS Vendors**

**FDS Merchandising**

**FDS Transportation**

**Owner: Eric Sherman**

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Failure to meet these requirements may result in product refusal, merchandise returned to vendor, and/or non-compliance fines.

## GENERAL IMPORT OVERVIEW

### Import Team Contact

Please direct all questions regarding banking, booking or shipping procedures for your FOB import orders to:

Import Logistics Manager  
Family Dollar, Inc.  
P.O. Box 1017  
Charlotte, NC 28201-1017  
Phone: (704) 814-3439  
Fax: (704) 847-2297  
[importtrans@familydollar.com](mailto:importtrans@familydollar.com)  
[www.familydollar.com/transportation.aspx](http://www.familydollar.com/transportation.aspx)

### Freight Forwarder and Consolidator Contact Information

Globe Express Services, Family Dollar's Freight Forwarder and Consolidator, has been assigned the following responsibilities:

- Monitoring Purchase Order status
- Booking space with ocean lines
- Consolidating orders
- Providing tracking information
- Collecting, verifying and forwarding documents
- Issuance of Forwarders Cargo Receipts

Your cooperation with Globe Express Services is essential to managing our import program. Should you have any difficulty arranging a shipment with our Freight Forwarder, please notify the provided Import Team contact immediately.

For a complete list of Globe Express Services offices and agents, please contact one of the following Globe Express Services offices or go online to [www.globeexpress.com](http://www.globeexpress.com) and choose the Global Network link.

For assistance in the United States, contact:  
FDS Import Supervisor  
Globe Express Services  
1800 Associates Lane, Suite E  
Charlotte, NC 28217  
Phone: (704) 357-3223  
Fax: (704) 357-3342  
[amy.cottle@globeexpress.com](mailto:amy.cottle@globeexpress.com)

For assistance outside the United States contact:

FDS Account Support  
Globe Express Services  
Room 702 Admiralty Center, Tower 1  
18 Harcourt Road  
Admiralty, Hong Kong  
Phone: (852) (2) 385-1338  
Fax: (852) (2) 388-2368  
[brenda.chan@globeexpress.com](mailto:brenda.chan@globeexpress.com)

### **Family Dollar Booking Procedures**

All bookings must be made in writing to the proper Globe Express Services office or agent. Verbal booking requests are not acceptable. Contact Globe Express Services 14-21 days prior to the “Do Not Ship Before” date on your purchase order to ensure carrier equipment and space availability.

**Vendors may be subject to order cancellation and/or non-compliance charges for orders that ship late as a result of bookings not being made far enough in advance.**

### **Sample Approval Requirements**

Family Dollar maintains a strict policy regarding sample approvals. Please ensure that you have planned enough time to avoid any delays or possible order cancellation due to late sample approvals.

Departments: 1,2,3,4,7,16,17,19,23,29,31,32

Orders will not be permitted to book or deliver to the CFS warehouse without Imports receiving a signed Sample Approval form from the Buyer.

Departments: 5,6,8,9,10,11,12,13,14,15,20,21,22,28,30,34

Orders will be permitted to book and deliver to the CFS warehouse without Imports receiving a signed Sample Approval form from the Buyer.

All orders require a copy of the signed Sample Approval form to be presented to Globe Express as part of the document presentation process to receive your Forwarders Cargo Receipt.

### **Shipment Window**

All factory loaded containers (CY loads) must be delivered to the agreed upon port of export (as indicated on the approved quote sheet) within the “Do Not Ship Before” and “Cancel If Not Shipped By” dates on the Purchase Order.

All non-factory loaded orders (CFS loads) must deliver to the proper Globe Express Services container freight station (CFS) location within the “Do Not Ship Before” and “Cancel If Not Shipped By” dates on the Purchase Order.

**Any shipments not meeting these requirements risk refusal, cancellation, non-compliance fines and expedited freight charges.**

### **CY (Factory) Container Loading Requirements**

Containers must meet Family Dollar's minimum CBM requirements in order to CY load their merchandise. Loading of multiple DC's into one container to create a CY load is not permitted. Any exceptions to these requirements must be received from the Family Dollar Import Team in writing and be provided to the Freight Forwarder at time of booking. Vendors with less than CY load volumes must deliver their merchandise to the designated CFS locations. Please refer to the CY Loading memo for further requirements.

It is the vendor's responsibility for CY loads to ensure that a container is in good order at the time it is picked up from the ocean carrier's container yard at origin. Containers must be inspected for holes, poor patches, internal rust, moisture, powders/chemicals, old packing material or any other issue that may cause damage to the product being loaded into that container. If any such issues are found, the container should be rejected immediately and a replacement container requested. It is the policy of the ocean carriers that once a container leaves their container yard, it is considered in good order. Damage to product as a result of these types of issues may be considered vendor negligence and the ocean carrier may deny our damage claim. If Family Dollar product is damaged and our claim is denied due to non-compliance with this policy, the vendor will be held responsible for the loss.

This policy does not replace or change any requirements under Family Dollar's C-TPAT program which includes completion of the Pre-loading Container Inspection Certificate for each container, as outlined on page 9.

### **Import Center Orders (IMC)**

In addition to our 9 DC's, Family Dollar operates an Import Center in Savannah, GA. Orders designated with PO type IMC are to be shipped to this location. All cartons assigned to an IMC order must be marked with Savannah as their destination. A Family Dollar Buyer may choose to allocate an IMC order to specific DC's prior to the vendor booking the cargo. If this occurs, the vendor must properly mark the cartons with the assigned DC destinations.

### **Terms of Sale and Seller Responsibility**

Family Dollar import terms are FOB. The Seller (vendor) is responsible for all costs relating to the goods until such time as they have passed the ship's rail at the named port/city of shipment. This is to include any Customs fees, duties, taxes and other charges payable upon export. Origin charges may also include but not be limited to Bill of Lading/FCR fees, AMS fees, warehouse CFS Receiving fees, local origin dock fees, security fees, and inspection fees. This responsibility applies to both CY and CFS loaded cargo.

### **Letter of Credit/Open Account Banking Information**

Family Dollar partners with Bank of America, National City and Wachovia Bank for all of its Letter of Credit and Open Account needs. Beneficiaries may be based in the United States or a foreign country. Advising banks must be located in the same country as the beneficiary.

All Letter of Credit and Open Account issuances will expire 28 days after the late ship date stated on the bank documentation. Documents must be presented to the bank within 14 days of the Forwarders Cargo Receipt issue date but within credit validity.

The Family Dollar PO and Letter of Credit/Open Account number must be marked on all documents and correspondence. Addition of correct PO and Letter of Credit/Open Account number to a document by hand or type without authentication in order to meet this requirement is permitted.

Vendors must comply with all requirements as stated in the Letter of Credit/Open Account documents. Failure to comply may result in discrepancy fees and payment delays. Furthermore, all charges, loss, and expense incurred as a result of the goods sitting while these issues are resolved will be charged back to the vendor or deducted from the payment.

Issuance of amendments will be at the discretion of Family Dollar. Family Dollar reserves the right to waive a discrepancy rather than issue an amendment. All amendment fees due to vendor negligence will be at the beneficiary's expense (vendor may also be subject to non-compliance charges on page 14). All amendment charges must be paid to Family Dollar prior to the amendment being issued.

### **Sample Shipments**

All samples sent to Family Dollar must be shipped prepaid. This is to include any Customs fees, duties, taxes and any other charges incurred during the transit of those goods. Please ensure that your samples are shipped properly to avoid possible refusal or chargeback.

### **Wood Packing Material**

The USDA strictly regulates the use of Wood Packing Material (WPM) for all goods imported into the United States.

Shipments that contain WPM must include a statement on the Commercial Invoice and Forwarders Cargo Receipt stating that the shipment contains WPM and that the WPM has been treated and marked as per current USDA guidelines. Treatment must be done by either heat or methyl bromide and the WPM must be marked with the IPPC logo and ISO country code where the treatment occurred. (See FDS document "Wood Packing Regs 0109" for further details.)

Shipments that do not contain WPM must include an exporter statement on the Commercial Invoice and Forwarders Cargo Receipt stating that the shipment contains no WPM.

Vendors must clearly identify WPM on the Family Dollar Quote Sheet whenever they quote a product that will ship with WPM.

**Failure to comply with USDA regulations will result in the immediate export of the goods back to the originating country. Vendors will be subject to non-compliance charges and will be responsible for all export expenses, handling charges and penalties issued by the US government.**

### **Inspection, Audit and Product Testing**

Vendors agree to permit and fully cooperate with any inspection, audit or product testing by Family Dollar or Family Dollar's representatives at vendor's facilities or the facilities of vendor's direct or indirect supplier(s). Please contact Family Dollar's Global Technical Services team at [globaltechservices@familydollar.com](mailto:globaltechservices@familydollar.com) for further guidance.

### **Consumer Product Safety Improvement Act of 2008 (CPSIA)**

The CPSIA is regulated by the Consumer Product Safety Commission (CPSC). For products manufactured on or after November 12, 2008, importers must furnish certificates that verify that these products meet the applicable rules and regulations enforced by the CPSC. As a result of this act, Family Dollar is requiring that a General Certificate of Conformity (GCC) be issued by the vendor/manufacturer for all products that Family Dollar directly imports.

Vendors/manufacturers are required to complete the Family Dollar Form FDS-GCC-001 and submit it along with the test reports and any applicable COC forms to our Global Technical Services team for review and approval. Family Dollar will not permit any shipment to be booked with our Freight Forwarder unless Family Dollar has approved the submitted GCC.

Vendors/manufacturers will be responsible for submitting the GCC to the Global Technical Services team in a timely manner to prevent any shipment delays which could result in goods missing their due dates. Vendors/manufacturers must present an approved copy of this form to Family Dollar's Freight Forwarder for all Purchase Orders.

### **Amended Lacey Act (2008 Farm Bill)**

The Lacey Act is regulated by USDA. Importers of plants or plant products (including wood and wood products) must submit upon entry a declaration that includes the genus and species of the plant(s) used, the value and quantity of the importation, and the country of origin of the imported product. This information must be provided to U.S. Customs and USDA at the time of entry of the goods into the United States. Goods imported under the following Harmonized Tariff Chapters will be covered by this requirement:

6 (live trees, plants, flowers, and foliage)	66 (umbrellas, walking sticks, and riding crops)
12 (oil seeds, grains, seeds, and fruits)	82 (tools)
13 (resins, saps, and extracts)	92 (musical instruments)
14 (vegetable materials)	93 (guns)
44 (wood and articles thereof)	94 (furniture)
45 (cork and articles thereof)	95 (toys, games and sporting equipment)
46 (basket ware and wickerwork)	96 (brooms, pencils and buttons)
47 (wood pulp)	97 (works of art)
48 (paper and articles thereof)	

In order for Family Dollar to enforce this regulation, Imports will review the quote sheets to identify any goods that fall under the regulated tariff chapters. If your goods fall under this requirement, you will be advised at the time of booking that a completed Plant and Plant Product Declaration Form FDS-PPPD-001 will be required. The PPPD must be completed at the Shipment/DC level and turned over to our Freight Forwarder along with all other required documents to receive the Forwarders Cargo Receipt. Products that are covered by the above Harmonized Tariff Chapters, but do not contain any plant or plant products (including wood and wood product) will require a Beneficiary Statement certifying that the subject items do not contain the regulated materials. A copy of this statement must be turned over to our Freight Forwarder. For additional information on the Lacey Act and a tool to assist with looking up the plant genus and species, go to [http://www.aphis.usda.gov/plant\\_health/lacey\\_act/index.shtml](http://www.aphis.usda.gov/plant_health/lacey_act/index.shtml).

### **U.S. Customs 24-Hour Advance Cargo Manifest Rule**

This rule requires all Family Dollar vendors to submit to our Freight Forwarders cargo declaration details up to four days in advance of the 24 hour manifest period. Information required to be provided includes, but is not limited to, the shipper's complete name and address, detailed description of the commodity being shipped and the associated quantity and weight.

**Vendors that do not provide this required information may have their booking canceled and be subject to late shipment penalties or order cancellation.**

### **Importer Security Filing Rule (10+2)**

The 10+2 rule is regulated by US Customs and went into effect on January 25, 2009. This rule requires vendors and importers to submit 10 pieces of advance shipping data 24 hours prior to loading at the foreign port. Shipments that do not have proper data submitted will not be permitted to load onto the vessel. As well, the importer may be subject to fines of \$5000 per violation. The 10 importer elements required are as follows:

1. Manufacturer Name and Address
2. Container Stuffing Location
3. Consolidator Name and Address
4. Country of origin of each item
5. Harmonized Tariff Number of each item
6. Seller Name and Address

7. Buyer name and Address
8. Ship To Name and Address
9. Importer of Record
10. Consignee ID Number

Family Dollar vendors are required at the time of shipment booking to provide Family Dollar's Freight Forwarder with elements 1 through 8. Vendor may provide DUNS #'s in replacement of full address information for elements 1 through 3 and 6 through 8. Vendors unable to provide this data timely will not be permitted to ship.

**Vendors that do not provide this required information may have their booking canceled and be subject to late shipment penalties or order cancellation.**

### **U.S. Customs – Trade Partnership Against Terrorism (C-TPAT)**

As a result of the terrorist attack on the United States on September 11, 2001, U.S. Customs has created a joint government-business initiative called Customs-Trade Partnership Against Terrorism (C-TPAT). This initiative was formed to build cooperative relationships that will strengthen the overall supply chain and border security in the United States and abroad. In this initiative, U.S. Customs requests each business to ensure the integrity of its supply chain and to communicate security guidelines to its business partners. U.S. Customs has provided some security guidelines incorporating all phases of the supply chain (i.e., importers, suppliers, consolidators, brokers, steamship lines, etc.). Additional guidelines may be distributed in the future.

Family Dollar has joined with U.S. Customs to work towards the goal of a secure supply chain. To attain this goal, Family Dollar needs vendor assistance. Family Dollar is requesting that vendors evaluate the security practices of each and every factory from which you produce and ship product to Family Dollar. A copy of the International Vendor Security Checklist must be presented to Family Dollar's Freight Forwarder along with all other required documents. New vendors must ensure that all of their factories doing business with Family Dollar have an International Vendor Security Checklist on file at Family Dollar. Please email the completed security checklists to [CTPAT@familydollar.com](mailto:CTPAT@familydollar.com). If email is not available, please fax to (704) 847-2297.

All factories are required to submit a Pre-Loading Container Inspection Certificate to Family Dollar's Freight Forwarder for each container shipped. For CY factory loaded containers, the factory must complete the inspection. For CFS cargo, the CFS warehouse will complete the inspection and provide a copy to the factory. As well, U.S. Customs has mandated that all containers are sealed with seals that meet or exceed PAS ISO 17712 standards. **U.S. Customs will detain any container found with non-compliant seals resulting in extended product delay and potential penalties.**

Vendors should notify the Import Team contact to request electronic copies of the International Vendor Security Checklist and Pre-Loading Container Inspection Certificate or visit the International Transportation section of [www.familydollar.com/transportation.aspx](http://www.familydollar.com/transportation.aspx).

## IMPORT DOCUMENTATION REQUIREMENTS

Family Dollar requires that all commercial shipping documents are broken down by PO and DC. Shipments for multiple Family Dollar DC's must not be combined on the same set of commercial shipping documents. As well, please review the below guidelines to ensure you are in compliance with all Family Dollar documentation requirements. If you have any questions, please notify the Import Team contact. You may also go to the International Transportation page of the Family Dollar website at <http://www.familydollar.com/transportation.aspx> to obtain the PDF version of our most common documents.

### Issuance of Forwarders Cargo Receipt (FCR)

Forwarders Cargo Receipts will not be issued by Family Dollar's Freight Forwarder until the cargo has sailed, all required documents have been turned over to the Freight Forwarder and origin charges have been paid. This applies to both CY and CFS loads regardless of when the cargo actually delivers to the port or CFS location.

### Document Presentation

In most cases, Family Dollar requires one original set of limited documents, consisting only of an Invoice, Packing List and Forwarders Cargo Receipt to be presented to Bank of America, Wachovia or National City Bank (as assigned). Presentation must occur within 14 calendar days of the issue date on the Forwarders Cargo Receipt but within credit validity (credit expires 28 days after the late ship date stated on the bank documentation). In some instances, the Letter of Credit (L/C) or Open Account (O/A) document may require original master or house bills of lading to be presented to the bank. For all shipments, one full set of required documents must be presented to the appropriate Globe Express Services origin office within 3 business days of the vessel sailing date. **Please note that the Family Dollar L/C or O/A will provide you with a list of documents and invoice statements that may be required to receive your Forwarders Cargo Receipt. At time of cargo booking, request the Freight Forwarder to provide you with a specific list of documents and invoice statements required for your specific PO. To be accepted, all documents must be fully completed, signed, titled and dated.**

### Commercial Invoice

The commercial invoice must be written in English and include the following information:

- "Sold to" party as **Family Dollar Services, Inc. (FDS), 10401 Monroe Road, Matthews, NC 28105.**
- Name of vessel/voyage number, sailing date, origin port and destination port.
- Shipment and payment terms.
- L/C or O/A number.
- Manufacturer's name and address. If the vendor is the actual manufacturer, must state, **"We certify that we are the original manufacturer of these goods"**.
- Purchase price of each item (SKU) in U.S. dollars as agreed upon at time of export.

- A complete and accurate description of the goods including a breakdown of component materials by both weight and value (value breakdown must equal to unit price).
- Country(s) of origin as per U.S. Customs Regulations 19 CFR 134.1 (by item if various countries of origin apply).
- Buying Agents name and commission in percentage (if applicable).
- FDS Purchase Order (PO), SKU, Style, and Family Dollar final destination.
- Harmonized Tariff Schedule number (HTS), SKU, and duty rate percentage.
- Marks and numbers/shipping marks as per Carton Marking Guidelines in the FDS Vendor Supply Chain Manual.
- All shipments that do **not** contain Wood Packing Material (WPM) must include an exporter statement on the Commercial Invoice stating that the shipment contains no WPM. For shipments that contain WPM, the Commercial Invoice must include an exporter statement certifying that the shipment contains WPM and that the WPM has been treated and marked as per current USDA guidelines

The Commercial Invoice may be required to list or state the following information:

- For food, list the manufacturer and shipper's FDA registration number and the name and contact information for the agent of the manufacturer in the United States.
- For FDA regulated medical devices, list the FDA medical device listing number and the FDA establishment number.
- For wearing apparel, list the vertical and horizontal knit stitch count.
- For bedding, state whether the articles contain any embroidery, lace braid, edging, trimming, piping, or appliqué work.
- For Chinese wooden furniture, state that the merchandise is not used in conjunction with wooden bedroom furniture.
- For Chinese baskets and decorative merchandise, state that the merchandise does not contain any wooden logs, limbs, branches, or twigs greater than 1 cm in diameter with intact bark.

### **Packing List**

(Template available by contacting Import Team)

The packing list must contain the following header level information:

- Vendor Name and Address
- Invoice/Packing List Reference Number
- L/C or O/A Number
- Carrier Name
- Vessel Name and Voyage Number
- Bill of Lading/Forwarders Cargo Receipt (FCR) Number
- Port of Origin/Lading
- Estimated Departure Date
- Port of Final Destination/Unlading
- Estimated Arrival Date
- FDS Final Destination

The packing list must contain the following container level information:

- Container Number, Container Size and Seal Number  
(For CFS cargo, vendor should state “CFS CARGO” if container information is not available)
- PO Number
- SKU Number
- Style Number
- UPC Number
- Merchandise Description
- Unit of Measure (i.e. pieces per carton)
- Quantities in Cartons and Eaches
- Net-Net Weight in Cartons and Eaches
- Gross Weight in Cartons and Eaches
- Cubic Measure in Cartons and Eaches
- Carton Dimensions (in Inches)
- Country of Origin

**Other Required Documents or Beneficiary Statements**

(Contact Freight Forwarder for more details)

- Ceramic pattern affidavit stating the ceramic articles of the same pattern offered for sale with their size and FOB cost.
- African Growth and Opportunity Act (AGOA) Textile Certificate of Origin.
- Authorization to Manufacture and Distribute Product License issued by the licensed holder or their agent in the United States. In the event the Authorization to Manufacture and Distribute Product License is not required, a statement from the beneficiary certifying that the goods do not infringe on any patents, trademarks, and/or copyrights must be presented.
- Textile Certificate of Origin.
- CIQ Certificate that reflects the lead cadmium lab test results and lists the approved factory code used for production of the ceramic tableware items from China.
- Pre-Loading Container Inspection Certificate signed and dated for every import container.
- Drop Ball Test/Impact Resistant Certification in accordance with 21 CFR 801.410, including the Medical Device Listing number, FDA Establishment number, and 510(k) number if applicable.
- Licensed Status Confirmation Document (“LSCD”) issued by Philips for any shipment of DVD Players, DVD Recorders, CDR Discs, DVD+R Discs and DVD-R Discs.
- FCC statement regarding the importation of radio frequency devices capable of causing harmful interference (FCC Form 740).
- FDA declaration for imported electronic products subject to radiation control standards (Form FD2877).
- Fish and Wildlife Export Declaration from the country of origin for the regulated items.
- Plant and Plant Product Declaration Form FDS-PPPD-001 or a Beneficiary Certificate stating that the merchandise does not contain any plant or plant products (including wood or wood products).

- General Certificate of Conformity Form FDS-GCC-001, listing SKU and purchase order number. This certificate must be stamped with the date the Family Dollar Global Technical Services team approved it.
- Family Dollar Business Partner Code of Conduct Certificate.
- Inland bill of lading showing movement from the factory of production to the port (food shipments only).
- Lab testing analysis report clearly stating the composition of candles from China.
- QIZ Joint Certificate.
- Family Dollar Sample Approval Form. Form must be dated prior to FCR indicated received date and list L/C or O/A number, PO, SKU and include the FDS Buyers signature.
- Single/Multiple Country Textile Declaration.
- A Beneficiary Certificate providing one of the following statements for Toxic Substances Control Act (TSCA): “I certify that all chemical substances in this shipment comply with all applicable rules or order under TSCA and that I am not offering a chemical substance for entry in violation of TSCA or any applicable rule or order there under” (or) “I certify that all chemicals in this shipment are not subject to TSCA”.
- International Vendor Security Checklist with all questions answered. The checklist must include the FDS PO, Buying Agent or Buyer Name and L/C or O/A number.
- Original Commercial Textile Visa with the appropriate government stamp.
- GSP Certificate of Origin (Form A).
- Water resistant lab test in accordance with the AATCC Test Method 35-1985, showing the water resistance under a head pressure of 600 millimeters, not to exceed more than 1.0 gram of water penetration after two minutes.
- Footwear Interim Invoice.
- Forwarders Cargo Receipt (FCR) issued by Globe Express Services showing receipt of goods for shipment to FDS and marked “Freight Collect”. Expeditors International to be marked as a notify party.

Vendors needing further clarification or assistances with completing any of the above listed documents should notify the Import Team contact.

## NON-COMPLIANCE FINES

Failure to comply with Family Dollar import requirements may result in non-compliance fines.

<b>NON-COMPLIANCE FINES:</b>	
<b>IMPORT</b>	
<b>Non-Compliance Event</b>	<b>Non-Compliance Fine</b>
Amendments made to LC due to vendor error	\$100 per occurrence; Bank may also charge additional fees
Cancelled LC due to vendor changes	\$200 per LC
Re-issue of LC due to vendor changes	\$100 per LC
Courier charges in the event vendor requires	Actual courier charges
Non-contractual Broker charges resulting from vendor non-compliance	Actual charges + \$50 Administrative fee
Air Freight charges incurred due to vendor non-compliance	Actual freight charges less planned ocean freight charges
Failure to utilize booked container	\$200 per container - Collected by freight forwarder
Failure to utilize assigned freight forwarder as indicated on the LC	\$500 for 1st occurrence; Compounded \$500 each occurrence thereafter
Storage/Demurrage/Detention charges assessed due to vendor non-compliance	Actual charges
Failure to return container in time to meet designated vessel closing	\$200 per container - Collected by freight forwarder
Failure to turn over merchandise or containers to their designated location within the assigned shipment window	\$300 per container & cargo is routed over West Coast; Vendor may also be charged loss of space and ocean freight difference if West Coast service is not part of the normal routing – Collected by freight forwarder
Original commercial documents turned over late to freight forwarder	\$200 per Purchase Order per day beginning on the 6th business day after the vessel sailing – Collected by freight forwarder
Failure to mark cartons as per Family Dollar carton marking requirements	\$500 per container plus actual charges to remark cartons
Product in cartons does not match carton markings (i.e. wrong SKU or PO)	\$500 per container plus actual charges for inspection and remarking of cartons
Failure to properly load goods into container as instructed by freight forwarder	\$500 per container plus additional handle charges